

POSITION DESCRIPTION

Position Title:	Technology Specialist
Delegation Level:	Nil
Responsible to:	Support Manager
Term:	Permanent, full-time
Primary location:	Hamilton
Direct Reports:	Nil
Budget:	Nil
Date:	January 2022

VISION (TE MATAKITE)

Transforming health: connecting Te Manawa Taki (Midland) communities
Hei oranga he hapori, kia oranga te whānau
When communities are well, whānau will thrive

MISSION (TE WHAKATAKANGA)

To support Te Manawa Taki (Midland) DHBs by working in collaborative partnerships, leading and facilitating change, building a future focused organisation.

VALUES (NGA UARA)

Kia haangai te iwi:	Focus on people
Whaia te mea tika:	Do the right thing well
Mana tangata, ngaakau pono:	Act with integrity
Kia maia, kia manawanui:	Be courageous

CODE OF CONDUCT AND EMPLOYEE EXPECTATIONS

- Respect the rights of others.
- Carry out duties in a professional manner.
- Act in a fair, responsible, trustworthy, and legal manner.
- Perform duties honestly with impartiality.
- HealthShare's code of conduct incorporates the State Services standards of integrity and conduct, and sets expectations relating to employee conduct.

PURPOSE OF THE POSITION

To ensure that clinical systems and the platforms they run on are maintained, supported, reliable, resilient and performant, by:

- Providing support (incidents, problem, change and release) for regional systems and platforms.
- Promoting and delivering automation and innovation for repetitive functions and monitoring across our clinical platforms and systems.
- Defining and measuring reliability metrics, specifically service level indicators and service level objectives.

KEY POSITION DELIVERABLES

- Participate (and lead where required) in day-to-day BAU activities including Request Management, Incident Management and Response and Change Management.
- Maintaining the platform/systems asset library and knowledge base, SOPs and other process documentation.
- Work with internal teams and external stakeholders/vendors/support partners to ensure systems/platforms are: stable, secure, and effective.

- Manage controlled environments: including, deployments, upgrades, backup, performance, access control and audit.
- Document/maintain the systems landscape (the configuration asset list describing the software/hardware components that make up the regional systems) i.e. base versions, configuration, deployment and system 'as-builts'.
- Contribute to the implementation of Site Reliability Engineering (SRE) principles. This also includes application, system and platform performance.
- Assistance in work breakdown, task planning and resource planning activities for delivery and operational work.
- Work with the delivery and wider HealthShare team to ensure that an operational focus has been applied across project/adhoc work.
- Participate in security related initiatives to ensure that platforms are safe and secure.
- Provide expert hands-on technical support and guidance.
- Provision of out of hours work or on call support when required/rostered to ensure cover or work required is completed within approved change windows Provide leadership and support in implementing releases across the environments.
- Quality check and implement change requests / variations relating to platforms and clinical systems where required.
- Liaise with vendors' regarding configuration, system issues or as required.

ORGANISATIONAL ACCOUNTABILITIES

- Role models active participation and engagement in health and safety, and provides opportunities and encouragement to employees. Implements relevant health and safety strategies. Is engaged and actively participates in all relevant workplace health and safety matters.
- Provides a high quality service and contributes to quality improvement and risk minimisation activities.
- Complies with legislation and policies for risk management and legal compliance.
- Works in alignment with the Treaty of Waitangi principles of partnership, participation and active protection, and will uphold tikanga best practice guidelines when working with Māori

QUALIFICATIONS AND EXPERIENCE

- University degree in the field of information technology, business or equivalent discipline and/or relevant education and experience may be substituted for the educational requirement.
- 5+ years' experience in application support, engineering and other operational roles.
- Experience with a broad range of technologies; however, experience with Microsoft centred platforms and technologies.
- Experience with automation processes and tooling to support both operational and deployment workflows.
- Experience including but not limited to administration, operational design of Azure, AWS and on-premise environments.
- Experience managing both Windows and Linux operating systems and applications.
- Experience managing applications infrastructure such as containerisation platforms, log aggregation tools, application delivery controllers (NetScaler, F5) and secret management services/software.
- Great teamwork and team building skills, and have sound character and interpersonal skills.
- IT service delivery focus with knowledge and experience in Systems Development Lifecycle (SDLC), Information Technology Infrastructure Library (ITIL) in particular IPK, Change and Release.

ORGANISATIONAL COMPETENCIES

VALUES LEADER

- Integrity and trust - Acts in a truthful, and trust worthy manner at all times.
- Managing diversity - Supports diversity within the team, and understands that individuals may need to be treated differently in order to succeed.

- *Self-knowledge* - Reflects on their own practice and which personal factors contributed, and uses that knowledge to improve.
- *Political savvy* - Identifies and avoids political hot spots while continuing to operate effectively. Helps team members to do the same.

ENGAGE OTHERS

- *Customer focus* - Builds strong customer relationships based on mutual trust and performance, and actively seeks and responds to feedback.
- *Composure* - Remains calm under pressure and has the ability to keep everyone cool and focused.
- *Peer relationships* – Fosters cooperation and support
- *Patience* – Listens to others points of view and assists others to keep up

DEVELOP COALITIONS

- *Interpersonal savvy* - Defuses high tension situations, is able to neutralise tense situations and can elicit information through effective communication skills.
- *Organisational agility* – Has the ability to conceptualise how the various functions of the organisation work together and understands the formal and informal networks to get things done.
- *Motivating others* - Provides the combination of resources, support, and empowerment for people to feel comfortable pushing their limits.

LEADING DELIVERY

- *Functional / Technical skills* - Has high level technical knowledge in their field which enables them to add value to the organisation and DHBs.
- *Managing and measuring work* – Establishes clear process measures and uses them; assists other to manage their time; provides actionable feedback.

MOBILISE SYSTEM IMPROVEMENTS

- *Dealing with ambiguity* - Analyses and works through problems with incomplete data, determines the options and risks, and moves forward.
- *Building effective teams* - Assembles the right combination of resources, support, and people so that the team operates at their best, and encourages others to share their ideas and contributes so that everyone in the team is working together.
- *Business acumen* - Gets through the day to day tasks never losing sight of the overall strategies, and understands the business of their customers.
- *Written communication* – Expresses thoughts clearly through written communication which take the audience into account
- *Planning* – Plans demonstrate knowledge about what is required and how to achieve it in a logical order. Uses a variety of planning methodologies.
- *Process management* – creates efficient and logical workflows and breaks complex processes into manageable steps

SCOPE OF POSITION

RELATIONSHIPS

- Executives/ Managers/ Clinical Directors/ Clinical Leaders/ Professional Advisors across Te Manawa Taki Region
- HealthShare managers and their Staff
- Stakeholders/Vendors and their Staff, as required

- Regional Workforce Team
- Primary Care Organisations (NGO, GP's, Rural Health Care, etc.)
- Other regional/national specialist groups/forums as required

WORK ENVIRONMENT AND WORK FUNCTION/ACTIVITY

WORK ENVIRONMENT

To work in the offices of private and public sector organisations. Works in adequately heated, lit, ventilated, clean and well maintained office workspaces.

TYPICAL PHYSICAL AND MENTAL DEMANDS

- This is sedentary work requiring frequent to constant sitting in offices or in meetings.
- Stands and walks occasionally from office to office. Stands occasionally for brief periods of time when speaking in public.
- Lifting, carrying or pulling is not a significant requirement of the role.
- Bending, squatting or crouching is not a significant requirement.
- There are occasional to frequent repetitive hand and finger movements required when using pens, calculators, keyboard and mouse.
- Occasional to frequent use of office equipment such as phones and computers.
- Driving is not typically a significant component of the job.
- Mental skills necessary include a high level of cognitive functioning with communication, listening and organisational, planning and decision-making capabilities.

OTHER REQUIREMENTS

Is required to drive.

There will be a strong requirement for regular travel (including overnight stays) across Te Manawa Taki region/nationally to engage with distributed team and stakeholders.

DECLARATION

I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

- a) This position description may be amended by the employer following reasonable notice to me;
- b) I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

Position Holder's Name: _____

Position Holder's Signature: _____

Manager's Name: _____

Manager's Signature: _____

Date of Signing: _____